

# 3DOODLER

# Troubleshooting

## 3Doodler lights not turning on

1. Turn switch to on position and check whether the pen responds
2. Ensure user is pushing the ABS/PLA switch far enough in the correct direction
3. Try a different power adapter and see if this helps  
If a different power adapter works, replace the power adapter. If these steps don't work, replace the pen.

## Pen slow to extrude / not extruding / blocked

1. Check to see if this is the correct - on both fast and slow modes
2. Check if user was using clean cut strands only. If the gears are not gripping the plastic, the user was most likely not using clean-cut strands. The warranty is voided, but the pen needs maintenance.
3. Give the plastic a firm push to overcome blockages
4. Tighten the nozzle and try again; the nozzle may be loose
5. If the above steps do not clear the issue
  - Turn the pen on and wait for the light to change from Blue for ABS, or Green for PLA
  - Remove nozzle with pliers or a wrench while the pen is warm
  - Check if there is a blockage in the tube; you should be able to see all the way through the 3Doodler
  - Blockages can be extruded out or reversed through the pen using a stick of plastic
  - Replace nozzle and then try the pen again
6. If, after the above, the 3Doodler still is not extruding, it needs to be returned for repair/diagnosis.

## Button Stuck

If the pen is extruding without pressing a button, one of the buttons may be caught under the 3Doodler casing. The button can be wiggled free, which will resolve the issue.

## Light goes red while doodling

The 3Doodler is functioning normally. The pausing is caused by the pen heating up to stay at optimal temperature. The 3Doodler needs to pause while doing this.

## Fan not turning on

If the fan doesn't come on while extruding, use the end of a paper clip to give the fan a flick while pressing one of the speed buttons. The fan should start up again.

## Fan making 'a lot' of noise

The 3Doodler is functioning normally. The fan is small, but is the loudest part as it moves a lot of air.

## Pen not heating up

There is clearly an issue with the unit, we need to inspect and repair or replace.

## Plastic curling around nozzle

The plastic needs something to connect to when leaving the pen; firmly pressing the nozzle into a piece of paper, masking tape or paperboard works well and avoids curling around the nozzle.

## A small amount of smoke; white wisps appearing near nozzle

A small amount of white smoke isn't unusual or a concern! This is caused by excess plastic heating up around the nozzle. To prevent/reduce it, tighten the nozzle clockwise with a wrench/pliers.

## Smoking a lot, including black or brown smoke

Cease using the pen immediately. This is a return and replace scenario.